
script errors or things to fix

Posted by Xen Hienrichs - 2007/09/17 23:29

I have tried to help you all get a jump start by placing out items worth 2-5,000L knowing most that have sold only received 20L. I am trying to help another business grow.

However three large issues are bothering me from using it further.

- 1) I keep getting a message script error cannot pay something... I hope that does not mean it cant pay me when it closes.
- 2) Out of the 6 spots i paid for, only 4 worked. 2 ate my money and did not refund. I know its only 7L each (i paid for 7 days on each) but that is still an issue
- 3) Somehow one of my items was no transfer. i thought it was transfer. now that was my mistake at first. but your system should delete it or hold it but allow me to add another item etc in thh mean time. it is very time consuming for most business people to have to come back later after you have a chance to come out and manually fix it.

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all three of these things are very simple scripting errors or additions. Im not sure why your scripeter missed them ,and dont mean to sound rude, but until those issues are resolved I will be hesitant to return to post more items up.

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Re:script errors or things to fix

Posted by Shannon - 2007/09/18 02:49

Hi Xen,

Thank you for reporting your concerns and for giving BidSL a try. We appreciate that as a brand new service people using the auctions are assisting us with finding any concerns and helping us with their suggestions regarding how to best make BidSL a great experience for both auction sellers and bidders. Therefore, during our opening period of September, renting an auction unit is without charge. We offer the \$1L a day rental fee back to the seller as a refund to ensure that using BidSL is risk-free.

- 1) I keep getting a message script error cannot pay something... I hope that does not mean it cant pay me when it closes.

We had requests over the weekend from users to change a few things in the script. This error that popped up for you is a result of that. It regards the rental fee and does not in any way interfere with the use of the unit, the running of the auction, or payout to you. Rest assured, this should simply be ignored by the renter and will be cleaned up hopefully as soon as tomorrow.

- 2) Out of the 6 spots i paid for, only 4 worked. 2 ate my money and did not refund. I know its only 7L each (i paid for 7 days on each) but that is still an issue.

Even if the units charged no money at all it would be very important to us that they work correctly. Our transaction records show that you did pay for auction unit #37 and that it did recognize that you had rented it but did not update to the "Load Now" texture. We reset the script in this unit and it now appears to working as expected. Likewise, we see that you paid unit #41 twice. Your auction is running there so it looks as if on the second try it went through okay. Your experience regarding this is the first report we've had and since the units are now working and the others using the same script haven't had similar problems, there seems to be no rhyme or reason as to why this happened to you. However, we will of course continue to investigate to see if we can replicate this error.

If anyone ever has an issue with a unit please, as Xen has, report it to us as soon as possible so that it can be investigated. All transactions are carefully logged so no one ever needs to worry about losing even \$1L when renting a BidSL auction unit. If you paid and experienced a problem, your money will always be returned to you by us.

- 3) Somehow one of my items was no transfer. i thought it was transfer. now that was my mistake at first. but your system should delete it or hold it but allow me to add another item etc in thh mean time. it is very time consuming for most business people to have to come back later after you have a chance to come out and manually fix it.

Yes, we have noted that this requirement that items must be transfer enabled (transfer box checked) has been an issue. We have attempted to make this fact stand out clearly in the instruction note card but you certainly are not the first to either miss this, or as with your experience, mistakenly add an item that does not have transfer perms. While the "hold

for help" idea sounded good at first, you make a very good point regarding the time issue. This is a great example of where users' suggestions can assist us. Your concern is noted, and will be addressed.

As I mentioned, rental fees are returned during September so you should find that all fees you paid for the six units have been returned to you. In addition, the no transfer items have been removed and those units effected are now waiting for your auction if you choose.

Please note as well that BidSL does not think that anyone should sell a \$5000L item for \$20L. We encourage merchants to use a reserve bid to prevent this.

Thank you, Shannon Nohkan

Post edited by: Shannon, at: 2007/09/18 00:55

Post edited by: Shannon, at: 2007/09/18 01:43

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Re:script errors or things to fix

Posted by Xen Hienrichs - 2007/09/18 10:29

thank you for your good and quick replies :)

hopefully my feedback helped you find areas to improve or fix it to make it a better service for SL and your customers. Wish you luck!

-Xen

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Re:script errors or things to fix

Posted by Shannon - 2007/11/15 02:44

Update:

In case someone reads this that didn't receive notice through our Second Life or web site group, each of this issues have been fixed/addressed. Please see the post in this forum detailing the latest updates to our auction units.

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